



Child Support Services Satisfaction Survey Custodial Parent



Sponsored by:

Office of Child Support Enforcement
Department of Health and Human Services
370 L'Enfant Promenade, SW
Washington, DC 20201

Please return your completed questionnaire using the enclosed envelope to

SURVEY CONTRACTOR NAME AND ADDRESS

INSTRUCTIONS

Thank you for taking the time to complete this survey. Directions for filling it out are provided with each question. Because not all questions apply to everyone, you may be asked to skip certain questions.

This survey will ask you about your satisfaction with the services you receive from your state child support agency. For us to determine how custodial parents can be best served, we need to have you record your answers as honestly as possible. All the information you provide will be completely confidential.

When answering questions that require marking a box, please use an "X."

Follow all "GO TO" instructions *after* marking a box. If no "GO TO" instruction is provided, you should continue to the next question.

Either a pen or pencil may be used.

If you have questions about the survey, or require assistance, please call XXXXX, at (XXX) XXX-XXXX.

Thanks again for your help. We appreciate your participation!

1. How old are each of the children for whom you receive child support?

CHILD	AGE (ENTER AGE IN YEARS OR MONTHS)
Oldest child	_____ years old OR _____ months old
Child 2	_____ years old OR _____ months old
Child 3	_____ years old OR _____ months old
Child 4	_____ years old OR _____ months old
Child 5	_____ years old OR _____ months old
Child 6	_____ years old OR _____ months old
Child 7	_____ years old OR _____ months old
Child 8	_____ years old OR _____ months old

2. When did you first receive child support for one or more of the children listed above?

- 01 Less than 6 months ago
- 02 Between 7 to 12 months ago
- 03 1 to 2 years ago
- 04 3 to 5 years ago
- 05 6 to 10 years ago
- 06 More than 10 years ago

3. When did you last speak to a case worker or other representative from the child support agency?

- 01 Less than a week ago
- 02 Between 1 to 4 weeks ago
- 03 1 to 6 months ago
- 04 7 to 12 months ago
- 05 More than a year ago
- 06 I've tried to speak to a case worker or other representative, but have been unable to do so GO TO QUESTION 13
- 07 I've never tried to speak to a case worker or other representative GO TO QUESTION 13

4. Think about the most recent time you spoke to a case worker or other representative at the child support agency. Did you speak by telephone or in person?

- 01 Spoke by telephone GO TO QUESTION 5
- 02 Spoke in person GO TO QUESTION 6

5. Think about this most recent telephone contact. How long did you wait before you actually spoke to a case worker or other representative?

- 01 The call was answered almost immediately GO TO QUESTION 9
- 02 I was put on hold for a short while GO TO QUESTION 9
- 03 I was put on hold for a long time GO TO QUESTION 9

6. Think about this most recent in person contact (when you actually spoke to the child support agency case worker or representative). Did you have an appointment?

- 01 Yes
- 02 No

7. How long did you wait at the child support agency before you actually spoke to a case worker or other representative?

- 01 Less than 15 minutes
- 02 Between 15 and 30 minutes
- 03 Between 30 minutes and 1 hour
- 04 More than 1 hour

8. Were you able to speak in a private area where nobody else could hear you talk about your case?

- 01 Yes
- 02 No

9. During this most recent contact, what were the main issues discussed?

MARK AN (X) FOR ALL THAT APPLY

- 01 Locating the non-custodial parent
- 02 Paternity establishment
- 03 Opening a new child support case
- 04 Missing or late child support checks
- 05 Changing a child support order
- 06 A visitation order
- 07 Change in mailing address or telephone
- 08 Medical insurance
- 09 How to complete forms
- 10 Agency policies or state law
- 11 Other (PLEASE SPECIFY)

10. Thinking about this most recent contact, how much do you agree or disagree with the following statements about the case worker or other representative who spoke with you?

MARK ONE (X) FOR EACH QUESTION	Strongly Agree	Agree	Disagree	Strongly Disagree
a. He or she was polite and courteous . . .	01	02	03	04
b. He or she was knowledgeable about my case	01	02	03	04
c. He or she listened closely to my questions and concerns	01	02	03	04
d. He or she gave clear answers to my questions	01	02	03	04
e. He or she clearly explained my options	01	02	03	04
f. He or she clearly explained what happens next	01	02	03	04

11. During this most recent contact, were you able to get all the information you needed?

- 01 Yes
- 02 Only some of the information
- 03 No

12. During this most recent contact, overall how satisfied were you with how you were treated?

- 01 Very satisfied
- 02 Satisfied
- 03 Somewhat satisfied
- 04 Somewhat dissatisfied
- 05 Dissatisfied
- 06 Very dissatisfied

13. Have you ever called a toll free telephone number to get information about your child support case(s)?

01 No GO TO QUESTION 14

02 Yes

(If "Yes") **13a. Did you get all the information you needed?**

01 Yes

02 Only some of the information

03 No

04 Don't know or not sure

14. Did you ever try to use a computer to get information from your child support agency's Internet website?

01 No GO TO QUESTION 15

02 Yes

(If "Yes") **14a. Did you get all the information you needed?**

01 Yes

02 Only some of the information

03 No

04 I could not find a website

05 The child support agency does not have a website

15. Have you ever left a voice mail message for the child support agency?

01 No GO TO QUESTION 16

02 Yes

(If "Yes") **15a. Did someone return your call?**

01 Yes

02 No

03 Don't remember or not sure

16. Have you ever received a letter or forms from the child support agency?

- 01 Yes GO TO QUESTION 17
 02 No GO TO QUESTION 18
 03 Don't remember, not sure GO TO QUESTION 18

17. Think about the last time that you received a letter or forms from the child support agency. How much do you agree or disagree with the following statements?

MARK ONE (X) FOR EACH QUESTION		Strongly Agree	Agree	Disagree	Strongly Disagree
a.	The material was easy to understand . . .	01	02	03	04
b.	I had difficulty understanding the letter or filling out the forms	01	02	03	04
c.	I had to ask someone to translate for me	01	02	03	04
d.	I had to ask someone to explain the forms	01	02	03	04
e.	I was unable to understand the letter or fill out the forms	01	02	03	04
f.	I never read letters sent to me by the child support agency	01	02	03	04

18. Have you ever received a brochure or other document from the courts or the child support agency describing the following items?

MARK ONE (X) FOR EACH QUESTION		YES	NO	Don't Know or Not Sure
a.	The services available at your child support agency.		01	02
03				
b.	The rights and responsibilities of custodial and non-custodial parents	01	02	03
c.	How the amount of the child support award is determined	01	02	03
d.	What to do if the non-custodial parent is unable or unwilling to pay child support	01	02	03
e.	How to apply for a revision of the child support award	01	02	03

f. What to do if you move out of state 01 02 03

Some parents have more than one child support case. The next several questions ask about your experience with up to three child support cases for which you receive child support.

19. For how many cases do you receive child support?

- 01 1 Case Please record answers for this case in the CASE #1 column below.
 Leave columns #2 and #3 blank. GO TO QUESTION 20
- 02 2 Cases Please record answers for each case in the CASE #1, and #2
 columns below. Leave column #3 blank. GO TO 19a
- 03 3 Cases Please record answers for each case in the CASE #1, #2, and #3
 columns below. GO TO 19a
- 04 More Than 3 Cases
 Please record answers for the three cases where you have been
 receiving child support **most recently**. Record answers for each case
 in the CASE #1, #2, and #3 columns below. GO TO 19a

19a. Decide which case will be CASE #1, #2, and #3. Always record answers for
CASE #1 in the CASE #1 columns below
CASE #2 in the CASE #2 columns below
CASE #3 in the CASE #3 columns below

**20. Would you say that the amount of child support awarded for each case is generous,
just right, or too little?**

	CASE #1	CASE #2	CASE #3
Generous	01	01	01
Just right	02	02	02
Too little	03	03	03
Not applicable (payment amount not yet established) . .	04	04	04

21. The following statements are about receiving some amount of child support in the past six months. Which is true for you?

MARK ONLY ONE (X) FOR EACH CASE	CASE #1	CASE #2	CASE #3
Every month (during the past six months), I received <u>some amount</u> of child support.	01	01	01
Some months (during the past six months) I received <u>some amount</u> , some months I did not	02	02	02
I did not receive anything (during the past six months) GO TO QUESTION 24	03	03	03

22. During the past six months, when you did receive a child support payment, how often did you receive the full amount for each case?

	CASE #1	CASE #2	CASE #3
Always the full amount	03	03	03
Sometimes the full amount	03	03	03
Never the full amount	03	03	03

23. During the past six months, when you did receive a child support payment, how often did you receive it on time for each case?

	CASE #1	CASE #2	CASE #3
Always on time	01	01	01
Sometimes on time, sometimes late	02	02	02
Always late	03	03	03

24. How well do you think the non-custodial parent gets along with the child(ren) in each case where you receive child support?

	CASE #1	CASE #2	CASE #3
Excellent	01	01	01
Good	02	02	02
Poor	03	03	03
There is no contact	04	04	04

25. How has the child support agency services affected how the non-custodial parent gets along with the child(ren) for whom you receive child support?

MARK ONLY ONE (X) FOR EACH CASE

CASE #1

CASE #2

CASE #3

The agency has made the non-custodial parent more aware of his or her responsibilities as a parent

01

01

01

The agency has upset the non-custodial parent and hurt the relationship with the child(ren)

02

02

02

The agency has had no effect on the non-custodial parents relationship with the child(ren)

03

03

03

The non-custodial parent has no contact with the child(ren) in this case

04

04

04

26. How has the child support agency services affected how you get along with the non-custodial parent for each case where you receive child support?

MARK ONLY ONE (X) FOR EACH CASE	CASE #1	CASE #2	CASE #3
The agency has improved the relationship with the non-custodial parent	01	01	01
The agency has upset the relationship with the non-custodial parent	02	02	02
The agency has had no effect on the relationship with the non-custodial parent.	03	03	03
I have little or no contact with the non-custodial parent	04	04	04

27. During the past six months, which of the following have you received at least once for each case where you receive child support?

MARK AN (X) FOR ALL THAT APPLY	CASE #1	CASE #2	CASE #3
a. Diapers or baby food	01	01	01
b. Babysitting	02	02	02
c. Shoes and clothing	03	03	03
d. Groceries	04	04	04
e. School supplies	05	05	05
f. Cash for the custodial parent	06	06	06
g. Allowance for the child(ren)	07	07	07
h. Christmas/birthdays presents	08	08	08
i. Help with medical bills	09	09	09
j. Transportation	10	10	10
k. Other (PLEASE EXPLAIN)	11	11	11

28. How satisfied are you with the services that the child support agency provides to the child(ren) for whom you receive child support?

- 01 Very satisfied
- 02 Satisfied
- 03 Somewhat satisfied
- 04 Somewhat dissatisfied
- 05 Dissatisfied
- 06 Very dissatisfied

29. How satisfied are you with the rules for requesting a change to the child support award?

- 01 Very satisfied
- 02 Satisfied
- 03 Somewhat satisfied
- 04 Somewhat dissatisfied
- 05 Dissatisfied
- 06 Very dissatisfied
- 07 Did not know that I could request a change

30. What is your month and year of birth?

|_____| 19 |_____|
Month Year

31. Are you male or female?

- 01 Male
- 02 Female

32. Which of the following best describes your race or ethnic background?

- 01 American Indian or Alaskan Native
- 02 Asian or Pacific Islander
- 03 Black, not of Hispanic origin
- 04 Hispanic
- 05 White, not of Hispanic origin
- 06 Other, specify _____

33. What is the highest level of education you completed?

- 01 Less than high school degree
- 02 High school degree or GED
- 03 Vocational training or some college
- 04 College degree or higher

34. During the past six months, did you receive food stamps?

- 01 Yes
- 02 No

THANK YOU FOR COMPLETING THIS SURVEY
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